

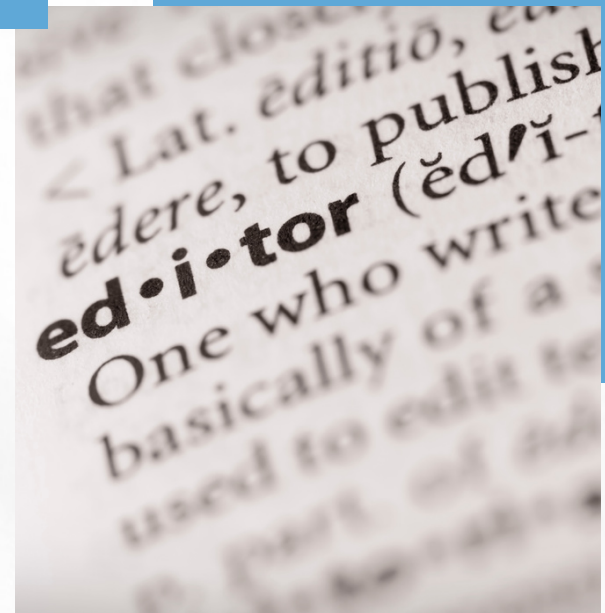


CCAS Talktime

www.ccas.org.sg August 2023

Editor Foreword

Dear CCAS Members,
In the blink of an eye we are not moving towards September and we are this much closer to our CCAS Contact Centre Symposium and Awards Gala Dinner!
We hope that you all have a wonderful National Day weekend since and do not forget we have an upcoming Singapore Presidential Polling Day!
By the way we will be closed for 1st September and our office will resume operations on the 4th September.
And now lets get you guys some updates on the happenings!



CCAS Awards Judging Completed!

On the 16th July we officially closed of the 23rd CCAS International Contact Centre Awards judging!
It was a long and arduous journey for the participants, judges and the organising committee. We did ran into some hiccups along the way and we do sincerely apologize to any affected participants. We promised to do better in next year.
And for all of you whom wants and answer to the ultimate question:

DID I (WE) WIN?

We cannot tell you....so join us for our upcoming Awards Gala Dinner on the 20th October 2023!



We would like to post a shout out to our partners for the CCAS 2023 Awards!



Bronze Corporate & Silver Awards
Technology Sponsor



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Partner



Event Management
Partner

CCAS Awards Judges Panel



2023 AWARDS JUDGES



Shirin Anne Wan
Awards Chair
Head of Customer Solutions APJ
Snyk



Annie Tan
Awards Review Judge
Principal Consultant, Trainer & Facilitator
Amable Training & Consultancy



Andrew Leo
Awards Judge
Executive Director
Honorary Secretary
CCAS



Bernard Yeo
Awards Judge
Director, Technical Account Management
Salesforce



Dr. Goh Chi Keong
Awards Judge
Chief Technology Officer
EIDX Pre Ltd



Joe Mitchell
Awards Judge
Chief Integration Officer
Getz Healthcare



Joyce Poon
Awards Judge
Lead Business Consultant, Value
Realisation Services - APAC
NILE Ltd



Dr. Shreekant Vijaykar
Awards Judge
Director of Asia Operations
CDPC



Steven Khor
Awards Judge
Change Facilitator / Success Enabler
& Partnership Advocate
Tech Mahindra



Tan Jin Haw
Awards Judge
Assistant Programme Chair
Republic Polytechnic



Yogaiswaran Kandiah
Awards Judge
CS/OX Transformation Leader
(Malaysia)



THANK YOU!

We will like to post a shout out to all our CCAS Judges Panel and thank them for all their hard work and taking the time to be part of our judging panel.

It was a tiring but fulfilling journey where the judges saw innovations, commitment and passion by all the Awards Participants.

The entire judging process every year is one of the most busy periods of CCAS. What the Awards Participant sees and encounter is just the tip of the iceberg.

In reality, the Judges goes thru an entire sequence of Behind-the-Scenes work even before the actual judging day. Each judge may need to spend up to 12 to 14 hours a day on top of their own work to help us in the CCAS Judging.

After going thru the entire list of participants of the day, the judges along with the Awards Chair and management team will hold a meeting daily to identify the winners of the day with each judges going thru their notes and scores, sometimes leading to a rather heated debate.

Once again we thank all the Judges for the time,effort and endless support to our CCAS Awards Competition. We would not have done it without you all!

CCAS Awards Gala Dinner Seats

Have you gotten the Awards Gala Dinner seats?

Yes the Early Bird Promotion have ended but we still have a few seats left so if you haven't got your Gala Dinner Seats contact us!

Event Details & Pricing:

Date: 20th October 2023 (1830 hrs)

Theme: Black Tie

Location: Marina Bay Sands Ballroom

Price: \$280 Per Seat

All prices above are exclusive of 8% GST.



CCAS AWARDS GALA DINNER SEATS
PRICE \$280 / SEAT

DATE : 20 OCTOBER 2023
TIME : 1830HRS ONWARDS
VENUE : MARINA BAY SANDS BALLROOM
THEME : BLACK TIE

LAST FEW TABLES BOOK NOW!!!

Contact: +65 6266 8228 / +65 8206 0435
awards@ccas.org.sg

CCAS 19th Contact Centre Symposium

Have you all been keeping track of our Symposium Gazette?

If not here is a recap below!

Do not miss out on our Symposium Speakers Panel in the next page.

If you have yet to purchase your tickets, give us a call!

Event Details & Pricing:

Date: 17th - 18th October 2023 (0900hrs - 1700 hrs)

Theme: Smart Casual

Location: NUSS Guildhouse (Kent Ridge)

Price: \$620 Per Delegate Pass (2-Days)

All prices above are exclusive of 8% GST.



SYMPOSIUM GAZETTE
CCAS 4-PARTER SERIES

GROWTH

Growth is the cornerstone of progress and development for both an Organisation and Individual. Representing our innate desire to expand and fortify our knowledge, skills, and capabilities. The **CCAS 19th Contact Centre Symposium** will delve deep into both Organisational and Personal growth, encouraging attendees to embrace continuous learning, cultivate new perspectives, and unlock their untapped potential. By fostering a culture of growth, we empower ourselves and our communities to reach new heights.

REGISTER INTEREST
www.ccas.org.sg



SYMPOSIUM GAZETTE
CCAS 4-PARTER SERIES

RESILIENCE

Resilience is the measure of an Organisation's or Individual's ability to bounce back stronger and more determined than before. One's ability to withstand challenges head-on, overcome setbacks, and persevere amidst adversity like the COVID-19 Pandemic.

Through insightful discussions, engaging and inspiring speakers, the **CCAS 19th Contact Centre Symposium** will explore the strategies and mindset needed to cultivate resilience. By harnessing our own inner strength and resilience, Organisations and Individuals can overcome obstacles, adapt to change, and achieve extraordinary outcomes.

REGISTER INTEREST
www.ccas.org.sg



SYMPOSIUM GAZETTE
CCAS 4-PARTER SERIES

INNOVATE

To Innovate is to drive progress in an Organisation or for an Individual. Fueling creativity, disrupting the industry, and propelling an Organisation or Individual towards a brighter future.

In the **CCAS 19th Contact Centre Symposium**, we will celebrate the spirit of innovation and explore groundbreaking ideas, cutting-edge technologies, and revolutionary approaches across the contact centre industry. By embracing innovation, an Organisation and Individual can unlock new possibilities, drive economic growth, and create positive change in the society.

REGISTER INTEREST
www.ccas.org.sg



SYMPOSIUM GAZETTE
CCAS 4-PARTER SERIES

TRANSFORM

To an Organisation or Individual, transformation is the catalyst for evolution and success. It involves challenging the status quo, embracing change, and adapting to emerging trends.

The same can be said of the Contact Centre industry where we have witnessed, in the last 3 years major shifts and changes in our operational mechanism.

In the **CCAS 19th Contact Centre Symposium**, we will delve into the transformative power of strategic thinking, digitalization, and sustainable practices that Organisations and Individuals can adapt to.

By embracing the need for transformation, Organisations and Individuals can thrive in our dynamic industry, seize the right opportunities, and create a lasting yet sustainable impact.

REGISTER INTEREST
www.ccas.org.sg

CCAS 19th Contact Centre Symposium Speakers Panel

SYMPOSIUM SPEAKERS

17TH & 18TH
OCTOBER

NUSS KENT RIDGE GUILD HOUSE
GUILD HALL (LEVEL 1)
9 KENT RIDGE DRIVE, SINGAPORE 119241

DELEGATE PASS PRICE (2-DAYS):
Delegate Pass (Early Bird) : S\$620
Delegate Pass (Standard) : S\$720
*All prices stated above are EXCLUSIVE of 8% GST.

PURCHASE YOUR PASS HERE:
+65 6266 8228
<https://www.ccas.org.sg>



19TH CONTACT
CENTRE
SYMPOSIUM
2023

G.R.I.T

PRANAY ANAND
Global CX Report
Vice President - Go To
Market
NTT Ltd

NG BEE LING
*NUHS Group's
Contact Centre
Transformation
Journey*
Head, Special Projects
National University Health
System

DR. SHREEKANT
VIJAYKAR
*Getting to the Heart of Digital
Transformation: Excerpts of
2023 Consumer Benchmarking
Report*
Director of Asia Operations
COPC



Head of AI
Toku

ISURU RAJAKARUNA



CEO and Founder
Toku

THOMAS LABOULLE

*Innovation and Artificial
Intelligence*



Deputy CEO
Central Provident Fund Board

WONG YAN JUN

Innovate to Disrupt



Head of Customer Service
Trust Bank

ANGELA YEO

*Building the Contact
Centre of a Digital
Bank*



Director of Strategic
Communications
Microsoft

SUPRIYA ADDANKI

*AI Augmentation in
Future Workforce*



Senior Connexus Manager
Republic Polytechnic

QUEENIE LEE

Sustainability in CX

SYMPOSIUM ADVOCATE SPONSORS

GOLD SPONSOR



SILVER SPONSOR





*Topics and Speakers are subjected to changes.

There it is!
Our Symposium Speakers Panel, mind you there will be more speakers coming in and we will launch the updates as we get them.

- Our current speakers and topics lined up:
- **Thomas Laboulle / Isuru Rajakaruna (Toku)** - Innovation and Artificial Intelligence
 - **Pranay Anand (NTT Ltd)** - Global CX Report
 - **Wong Yan Jun (CPF)** - Innovate to Disrupt
 - **Ng Bee Ling (NUHS)** - NUHS Group's Contact Centre Transformation Journey
 - **Angela Yeo (Trust Bank)** - Building the Contact Centre of a Digital Bank
 - **Queenie Lee (Republic Polytechnic)** - Sustainability in CX
 - **Supriya Addanki (Microsoft)** - AI Augmentation in Future Workforce
 - **Dr. Shreekant Vijakar (COPC)** - Getting to the Heart of Digital Transformation
 - And more more speakers and topics to come!

If you havent not purchase your Symposium Delegate pass, please contact us soon as the number of seats are limited.



Past Events

Pindrop Roundtable : How your Contact Centre & IVR are Weaponized for Fraud

On the 6 July 2023, we held the Pindrop Roundtable event : How Your Contact Centre & IVR are Weaponized for Fraud. Pindrop was our CCAS 18th Contact Centre Symposium Gold Sponsor last year. With expert and knowledge sharing from both our subject experts Mr. Tim Prugar & Mr. Anurag Srivastava, they shared how in a Contact Centre how our IVR system can be used to commit fraud or scams.

Our members were treated to multiple examples and live demos to show how voice phishing can be used for frauds and how Pindrop technology can put a stop to that.



We thank Pindrop for their continuous support and expert sharing with our members!

Upcoming Events

CCAS Regional Symposium

Date: 17 - 18 October 2023

Time: 9:00AM to 5:00PM

Venue:

NUSS Kent Ridge Guild House

Symposium Tickets:

Early Bird : S\$620

Standard : S\$720

Buy Your Delegate Pass

+65 6266 8228

www.ccas.org.sg



17TH & 18TH OCTOBER
NUSS KENT RIDGE GUILD HOUSE
GUILD HALL (LEVEL 1)
9 KENT RIDGE DRIVE, SINGAPORE 119241

2023
CCAS 19TH CONTACT CENTRE SYMPOSIUM

OUR AWESOME TOPICS LINEUP
BENCH-MARKING REPORTS
PEOPLE & TALENT
GROWTH & SUSTAINABILITY
ANTICIPATION, COPING & ADAPTATION
IMMERSIVE CX
AI & EMPLOYEE ALLIANCE
USER EXPERIENCE IN CX
EXPERT SHARING
PANEL DISCUSSIONS
& MANY MORE...

SYMPOSIUM THEME
The Symposium presents the theme of G.R.I.T., which stands for Growth, Resilience, Innovation and Transformation, as the pillars of success in the contact centre

DELEGATE PASS PRICE (2-DAYS):
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Delegate Pass (Standard) : S\$720
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REGISTRATION:
+65 6266 8228
<https://www.ccas.org.sg>

CCAS Awards Gala Dinner

Date: 20 October 2023 (1830 hrs)

Theme: Black time

Venue: Marina Bay Sands Ballroom

Price (Per Seat): S\$280

More events will be coming this year. Do follow us on our socials and watch out for our EDMs to get the latest news.



CCAS
Contact Centre Association of Singapore

23rd CCAS INTERNATIONAL CONTACT CENTRE AWARDS 2023

Broadcasting



Better Jobs For Life
Employment and Employability Institute

NTUC's e2i (Employment and Employability Institute) Online Webinars New Hire Onboarding Transition Programme for e2i's partners

At e2i, we understand that onboarding process plays a vital role in ensuring a successful integration of new staff, setting the foundation for their long-term success right from day one. With the aim to help streamline your onboarding processes, we have curated this series of complimentary workshops designed with flexibility in mind, allowing your newly hired employees to choose from a range of workshops at their convenience.

Eligibility for the New Hire Onboarding Transition Programme:

- Singapore Citizens and/or Singapore PRs only
- New employees who will soon join the company

For more information about the Onboarding Transition Programme, please email modernservices@e2i.com.sg

Inforcomm Media Development Authority (IMDA)



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The advertisement features a central graphic of a person sitting at a desk with a laptop displaying a shield icon and the text 'DATA PROTECTION ASSURED'. The background is light blue with various icons representing data and security.

Data Protection Trustmark Certification – Apply Now!

With the growing number of data breaches in recent years, it is important that companies, especially those in the contact centre industry handling vast amount of personal data, demonstrate accountable data protection practices – you can do this by applying for IMDA's Data Protection Trustmark (DPTM) certification.

With growing recognition by both private and public sectors, strengthen your customers' trust, increase your competitive advantage, and set your organisation apart with the DPTM!

Grants available – apply now at www.imda.gov.sg/dptm/